

Please amend the present application as follows:

Claims

The following is a copy of Applicant's claims that identifies language being added with underlining ("___") and language being deleted with strikethrough ("—"), as is applicable:

1. (Previously presented) An e-mail sorting and routing system, the system comprising:

a web server for providing a web-site at which clients generate e-mail messages to a host organization, the web server being configured to determine the language in which the web-site is written and to append a meta-tag to each e-mail message that identifies that web-site language; and

a response server configured to sort the e-mail messages by language through reference to the appended meta-tags.

2. (Previously presented) The system of claim 1, wherein the web server is further configured to determine a topic to which each e-mail message applies and to append a meta-tag to each e-mail message that identifies that topic, and wherein the response server is further configured to sort the e-mail messages through reference to the topic meta-tags, such that each email message is sorted first by language and then by topic.

3. (Previously presented) The system of claim 1, further comprising a global mail box to which all messages generated at the web-site are sent for sorting.

4. (Previously presented) The system of claim 3, wherein the global mail box operates according to Post Office Protocol 3.

5. (Previously presented) The system of claim 1, further comprising a plurality of language-specific mail boxes into which the e-mail messages are sorted according to language.

6. (Previously presented) The system of claim 2, further comprising a plurality of topic-specific mail boxes into which the e-mail messages are sorted according to topic, a set of topic-specific mail boxes being associated with each of a plurality of language-specific mail boxes.

7. (Previously presented) The system of claim 6, further comprising a plurality of agent user interfaces, each of which being associated with a topic-specific mail box, wherein a user qualified as to language and topic uses one of the interfaces to access messages in the associated topic-specific mail box.

8. (Previously presented) A method for sorting and routing e-mail messages, the method comprising:

 sorting e-mail messages by language by: determining a language in which a web-site that receives the e-mail messages is written, appending a meta-tag to each e-mail message that identifies the web-site language, and sorting the messages through reference to the language meta-tags; and

subsequently sorting the e-mail messages by topic by: determining a topic to which each e-mail message applies, appending a meta-tag to each e-mail message that identifies the topic, and sorting the messages through reference to the topic meta-tags.

9. (Canceled)

10. (Previously presented) The method of claim 8, further comprising sending all messages generated at the web-site to a global mail box.

11. (Previously presented) The method of claim 8, wherein the sorting by language further comprises routing each of the e-mail messages to one of a plurality of language-specific mail boxes into which the e-mail messages are sorted according to language.

12. (Previously presented) The method of claim 11, wherein the sorting by topic further comprises routing each of the e-mail messages from one of the language-specific mail boxes to one of a plurality of topic-specific mail boxes into which the e-mail messages are sorted according to topic, each language-specific mail box being associated with a separate corresponding set of topic-specific mail boxes.

13. (Previously presented) The method of claim 12, further comprising accessing and responding to the e-mail messages in each of the topic-specific mail boxes.

14. (Previously presented) An e-mail sorting and routing system comprising:

means for sorting e-mail messages by language by: determining a language in which a web-site that receives the e-mail messages is written, appending a meta-tag to each e-mail message that identifies the web-site language, and sorting the messages through reference to the language meta-tags; and

means for subsequently sorting the e-mail messages by topic by: determining a topic to which each e-mail message applies, appending a meta-tag to each e-mail message that identifies the topic, and sorting the messages through reference to the topic meta-tags.

15. (Canceled)

16. (Previously presented) The system of claim 14, wherein the means for sorting by language further comprise means for routing each of the e-mail messages to one of a plurality of language-specific mail boxes into which the e-mail messages are sorted according to language.

17. (Previously presented) The system of claim 16, wherein the means for sorting by topic further comprise means for routing each of the e-mail messages from one of the language-specific mail boxes to one of a plurality of topic-specific mail boxes into which the e-mail messages are sorted according to topic, each language-specific mail box being associated with a separate corresponding set of topic-specific mail boxes.

18. (Previously presented) Computer-readable instructions recorded in a medium for storing computer-readable instructions, the instructions for causing a computer system to:

sort e-mail messages by language by: determining a language in which a web-site that receives the e-mail messages is written, appending a meta-tag to each e-mail message that identifies the web-site language, and sorting the messages through reference to the language meta-tags; and

subsequently, sort the e-mail messages by topic by: determining a topic to which each e-mail message applies, appending a meta-tag to each e-mail message that identifies the topic, and sorting the messages through reference to the topic meta-tags.

19. (Canceled).

20. (Previously presented) The instructions of claim 18, wherein the instructions further cause the computer system to route each of the e-mail messages to one of a plurality of language-specific mail boxes into which the e-mail messages are sorted according to language.

21. (Previously presented) The instructions of claim 20, wherein the instructions further cause the computer system to route each of the e-mail messages from each of the language specific mail boxes to one of a plurality of topic-specific mail boxes into which the e-mail messages are sorted according to topic, each language-specific mail box being associated with a separate corresponding set of topic-specific mail boxes.

22. (Previously presented) The system of claim 1, wherein there is a plurality of web servers, each web server being dedicated to providing a web-site in a different language.

23. (Previously presented) The system of claim 2, wherein a first server sorts the e-mail messages by language, and a second server sorts language-sorted e-mail messages by topic.

24. (Previously presented) The method of claim 8, wherein sorting the e-mail messages by language is performed by a first server, and wherein subsequently sorting the e-mail messages by topic is performed by a second server.

25. (Previously presented) The method of claim 14, wherein the means for sorting the e-mail messages by language are provided on a first server, and wherein the means for subsequently sorting the e-mail messages by topic are provided on a second server.